	Agency Name	Department of Social Services (DSS)
	Chapter No./Name	DSS Policy Manual
	Part No./Name	1/Administrative/Fiscal
	Section No./Name	1-27 Mail Handling Policy
	Document No./Name	1-27 Mail Handling Policy
	Effective Date	07/22/13

I. STATEMENT OF POLICY

The Department of Children and Family Services (DCFS) mail handling staff are responsible for all incoming mail from the United States Postal Service (USPS), all envelopes and packages from third party delivery companies (Federal Express [FedEx], United Parcel Service [UPS], etc.).

Due to concerns related to suspicious envelopes, mail and/or packages being delivered to different areas of the United States via the USPS, DCFS staff shall provide information concerning departmental mail operations alerting DCFS staff of the warning signs relative to suspicious envelopes and packages.

II. PROCEDURES

A. USPS Mail (letters and packages)


All mail shall be received by designated DCFS mail handling staff. Before distributing mail to the DCFS staff recipient, designated staff shall check the mail for any suspicious issues such as, but not limited to:

- excessive postage,
- no return address,
- misspelled words, and
- unknown powder or suspicious substance.

If anything appears unusual with a USPS letter or package the following procedures should be followed:

- report the issue to the mail handling staff member's immediate supervisor;
- the supervisor shall immediately contact local law enforcement; and
- after contacting local law enforcement, the supervisor shall immediately contact the DCFS Bureau of Communications and Governmental Affairs (BC&GA).
Contact the BC&GA by telephone (225) 342-9640 and e-mail Trey.Williams@la.gov.

Note: Any DCFS staff member who handles mail may wear gloves (latex, nitrile, vinyl, etc.) when sorting USPS Mail.

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B. Third Party Envelopes and Packages (FedEx, UPS, etc.)

All third party envelopes and packages shall be received by designated DCFS staff. Before distributing any third party delivered envelopes and packages to the DCFS staff recipient, designated staff shall check the envelopes and packages for any suspicious issues such as, but not limited to:

- misspelled words,
- restrictive markings, and
- unknown powder or suspicious substance.

If anything appears unusual with a third party delivered envelope and/or package the following procedures should be followed:

- report the issue to the designated DCFS staff member's immediate supervisor;
- the supervisor shall immediately contact local law enforcement; and
- after contacting local law enforcement, the supervisor shall immediately contact the DCFS BC&GA. Contact the BC&GA by telephone (225) 342-9640 and e-mail Trey.Williams@la.gov.

Note: Any DCFS staff member expecting an envelope or package delivery with a tracking number, either from the USPS or a third party delivery service, should verify the delivery of all items via the tracking number.

Verification of delivery with the tracking company will allow DCFS staff the following, including but not limited to:

- confirmation of the delivery of all envelopes or packages, and
- an ability to inquire on the status of an envelope or package if it is not delivered timely.

Any DCFS staff member who handles third party letters and packages may wear gloves (latex, nitrile, vinyl, etc.) when sorting the envelopes and packages.

III. FORMS AND INSTRUCTIONS

There are no references for this policy.

IV. REFERENCES

There are no references for this policy.